

# Built-for-Government Upgrade Services

*“A primary reason for our upgrade success was CGI’s Upgrade Methodology, including a structured, collaborative partnership with knowledgeable CGI staff in areas of planning, project management, installation and configuration, conversion, and testing. We completed the upgrade on time and on budget, and based on this experience and the knowledge transferred, we will be able to better facilitate future upgrades on our own.”*

Keith G. Lewnes,

Sr. Systems Analyst,

Anne Arundel County Public  
Schools, Maryland

## Release 3.7 now available:

- Greater application scalability for large organizations
- Certification on the most recent version of third-party products, including operating systems, databases, and development tools
- Supported reporting and analysis of AMS infoAdvantage for AMS Advantage Human Resources Management and Performance Budgeting
- Enhanced and optimized operational efficiencies and performance
- New operational capabilities and functionality
- Improved documentation and training materials

## PLAN FOR SUCCESS. UPGRADE WITH CONFIDENCE

In state and local government, Enterprise Resource Planning (ERP) systems are the administrative backbone of the organization—the information that drives decision making and the foundation for achieving strategic goals. That is why today’s organizations strive to take advantage of new features that can help them gain additional efficiencies.

Yet organizations are often reluctant to make a change. Upgrades today involve more than just software; there are customizations, interfaces, reports, and technical dependencies to consider, as well as business processes and users. Governments need high-quality releases—rich in features that drive improvements—guided by experience to avoid upgrades that can disrupt the critical business of government.

CGI is committed to serving the needs of state and local government with a combination of high-quality releases, built-for-government features, and Upgrade Services. With a focus on planning, dedicated teamwork, and detailed attention to the sequence of migration steps, our experts have helped more than forty web-based AMS Advantage clients move smoothly from 3x to 3y for optimal business performance.

## Achieve success

Sometimes upgrades offer a few additional features while others offer major enhancements. Release 3.7 is such a release—enhancing functionality, improving integration between solutions, and integrating the suite’s technical platforms. In fact, a majority of the enhancements were identified and prioritized by AMS Advantage Users Group Steering Committee members.

Experienced consultants can help navigate the technical details of an upgrade, including security, hardware, interfaces, customizations, and supporting infrastructure. Functional and technical experts help migrate customizations, forms, security, reports, and data warehouse universes. Combining best practices, proven tools, and effective knowledge transfer, CGI helps organizations like yours achieve their goals.

With AMS Advantage Upgrade Services, you can:

- Achieve results faster with smooth, rapid upgrades
- Avoid disruption with proven methods; for example, migrate nightly cycle without disruption
- Understand the dependencies and the steps necessary for success
- Work with experts; functional, technical and government
- Avoid the pitfalls through applied expertise from across all upgrades
- Benefit from experience, government business processes, and upgrades
- Build staff expertise through upgrade demonstrations and understand the keys to performing future upgrades

### Start Early, Plan Well

The key to success is to start early, kick off with recommendations based on CGI's proven methodology, and plan for the appropriate staff, budget, and technical dependencies. Knowledgeable and experienced AMS Advantage experts can assist in all aspects of your upgrade project, including planning, installation and configuration, migration, and production cutover.

Planning	Installation and Configuration	Customization, Interface and Report Migration	Production Cutover
<ul style="list-style-type: none"> <li>▪ Evaluate environment</li> <li>▪ Review release documentation</li> <li>▪ Determine architecture requirements</li> <li>▪ Identify customizations, forms, interfaces, and reports</li> <li>▪ Define historical data</li> <li>▪ Plan for testing</li> </ul>	<ul style="list-style-type: none"> <li>▪ Execute software installation</li> <li>▪ Consider database upgrade</li> <li>▪ Analyze patches applied to pre-upgrade release</li> <li>▪ Compare new release against baseline</li> </ul>	<ul style="list-style-type: none"> <li>▪ Database upgrade</li> <li>▪ Customizations</li> <li>▪ Interfaces</li> <li>▪ Reporting</li> <li>▪ Forms</li> <li>▪ Testing support</li> </ul>	<ul style="list-style-type: none"> <li>▪ Run system assurance and/or payroll</li> <li>▪ Schedule final conversion</li> <li>▪ Update links and "flip the switch"</li> <li>▪ Post-cutover support</li> </ul>

### CORPORATE PROFILE

At CGI, we're in the business of satisfying clients. For 30 years, we've operated upon the principles of sharing in clients' challenges and delivering quality services to solve them. A leading IT and business process services provider, CGI has approximately 25,000 professionals operating in 100+ worldwide offices.

Through our leading ERP suite, AMS Advantage, CGI has helped 190+ state and local organizations better serve 90+ million citizens. Designed exclusively to support the business of government, CGI's AMS Advantage solution allows clients to improve operational efficiencies, constituent services and performance—all while reducing costs.

For more information, contact CGI at 1.800.321.0267.

Preparing your organization for AMS Advantage 3.7? Prepare with CGI's proven Learning Solution. For more information, contact CGI at 1.800.321.0267 or log on to [learningforum.cgi.com](http://learningforum.cgi.com) today!